



## HCCP Distributor Spotlight: Lori Reynolds

*Chief Operating Officer*  
E&A Team, Inc.

Lori Reynolds has been with E&A Team, Inc. since 2005. Reynolds has served E&A in multiple capacities, including acting as accessibility coordinator, CNA/PNA coordinator, team lead for all training and compliance development, human resources manager and accounting coordinator. She currently serves as E&A's Chief Operating Officer and works closely with the company president to meet staffing, equipment and organizational needs. Reynolds serves as a vital member of the leadership team, and helps develop new and innovative ideas that project a successful vision for the future of E&A Team.

### **How has the HCCP designation impacted your career?**

In my administrative role here at E&A Team, I do not serve in a position that specifically equips others to earn their HCCP certification. That being said, I do attend to and work closely with our trainers who specialize in this, and I can attest to the fact that the HCCP designations they have earned have provided a high level of recognition for them within our industry. As HCCP distributors, we offer a needed service that others like us may not provide, and the expertise of our trainers is recognized and respected due in part to their HCCP certifications.

### **How did you get into the LIHTC industry?**

[E&A President] Mark English and I were family friends long before I began working at E&A. Once my children were both in school, I began looking for some employment opportunities, and E&A had an opening. I came on board in 2005 at the ground level and helped with different office tasks as I learned the business. I soon began to understand and appreciate the opportunity we had to support the multifamily housing community, and from that moment on, I have been growing and learning new things about our industry every day.



### **What are your day-to-day responsibilities?**

As a member of the leadership team here at E&A, I work closely with Mark to analyze current projects and strategize new opportunities. This typically includes bringing in other team members who specialize in whatever area of the industry we are working through or exploring, and incorporating their suggestions and ideas as we move forward. Our staff comprises men and women with a wide variety of talents, knowledge and experiences, and the unique perspectives they offer are a big part of what makes our business work.

We have several employees who work remotely from other places around the country, so I typically act as their in-office liaison when needed. I also act as E&A's in-office accountant and manage all our financial obligations.

### **What helped with your success in the LIHTC industry?**

Reflecting on the years I have been at E&A Team, I believe a large part of my success in this industry is due to the people I have encountered along the way. I came into my original position here with almost no knowledge of or experience in the LIHTC world, and I would have never gotten to this point without the patient, capable and competent people around me. I have been given the opportunity to explore different areas of this industry through the various roles I have played at E&A, and it has really opened my eyes to the need for and importance of what we do here.

### **What's your favorite hobby?**

I love to travel! It gives me the opportunity to explore new things and experience new cultures while also creating lifelong memories with the people I love most by my side. My family and I have been to so many places around the world for both vacations and missional opportunities, and I look forward to the time when COVID-19 and corresponding travel restrictions are a thing of the past!